

A commitment to carers

Information for carers



IN PARTNERSHIP WITH

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Slough
Borough Council

Slough **NHS**
Primary Care Trust

Are you a carer?

We know that most care in the community is done by families and friends. If you look after someone with an illness or disability, whether that person

- is young or old,
- is a relative, partner, child, or friend,
- lives with you or not,

You ARE a carer.

Your rights as a carer

An act of parliament, The Carers and Disabled Children Act 2000, sets out what local councils must do to support carers.

The act was passed to try to ensure that whoever it is that they care for, **carers have the opportunity to:**

- **make informed choices about the extent of their caring role**
- **maintain their own health and well being**
- **have sufficient freedom to maintain relationships, employment, other commitments and interests alongside their caring responsibilities**

Looking at the support you need

Under the act Slough Borough Council community care service has to look at the support you may need to carry on caring. To assess if:

1. Caring has a major impact on your life
2. The person you care for would be eligible for support from the community care service

In Slough we believe that caring can have a major impact on carers lives. Without support from the community care service there is a real risk that a carer may not be able to carry on caring. It is our policy to offer you as a carer an assessment, not wait for you to ask for it.

We will work out what support would be most helpful in your situation. We will discuss with you:

- The help the person you care for needs
- The help you are giving at the moment
- The services community care service, or others, may provide

Working out the support you, and the person you care for need, is called having an "assessment".

What is a carer's assessment?

This part of the overall assessment process is where we ask you about your needs as a carer and talk with you about ways we could help. Along with considering the needs of the person you care for. There is no cost for an assessment.

It is not about judging the way you are caring for someone. It is an opportunity for you to make sure that we understand your needs as a carer, and for you to tell us about the kinds of help you might need. We may be able to suggest things to make life easier for you, or for the person you care for.

Some carers like to talk about their needs with us alone, in confidence away from the person they care for. Others prefer to do it alongside the person they care for. You can choose what is most comfortable for you.

An assessment together

If the person you care for is willing to accept an assessment and help, and if there are no major conflicts or difficulties between you both, community care service staff will carry out the **carers' assessment**. At the same time an assessment will also be carried out to **assess the needs of the person you care for**.

Even so, both you and the person you care for should be able to have some time alone with the person carrying out the assessment, so you can talk privately.

Separate assessments

You might have to have a separate assessment because the person you care for doesn't want an assessment, or any services, or anything to do with community care services. If this is the case you still have a right to an assessment, if you can show the person you care for has the sorts of needs that would make them eligible for community care services if they were prepared to be assessed.

Sometimes both the carer and the person cared for might be prepared to have an assessment but there may be conflict in their relationship, or they may want to talk about things they do not want shared with the other person. Separate assessments would be best in this situation.

Can every carer get an assessment?

When staff arrange services for a client they will always try to make sure any carers are invited to be involved, where this is appropriate.

In addition, we would offer you a carer's assessment when you provide or intend to provide a substantial amount of care on a regular basis, that is, where caring has a major impact on your life.

Does caring have a major impact on your life?

We would consider that caring has a major impact on your life if you can't achieve the following without the help of the community care service:

- Some free time to yourself each week
- Time for your responsibilities to other family members
- Regular period of uninterrupted sleep or where the task of caring results in serious and persistent lack of sleep
- Practical assistance with your caring or household or supervisory tasks
- A break each year
- To summon assistance in an emergency

Young carers

If you are under 18 years of age and are looking after someone, we would be particularly keen to make sure your family gets the support they need so that your education and social life do not suffer.

We know that young people in your situation (where there is not enough support) often:

- Miss school to help out at home
- Miss out on time to develop friendships
- Worry more than other people their age
- Become tired and find it difficult to concentrate at school
- Suffer from bullying

Staff from the community care service will want to check that you and your family are getting enough support. We will do this when we assess the adult you are caring for. We will make the appropriate links to the children's and families service to help us to do this.

When do carers get an assessment?

We normally offer an assessment of needs of people who provide substantial and regular care and when we assess the needs of the person they care for. Or when we review that person's needs because something has changed. This could be when you first take on the caring role (when someone comes out of hospital, for example).

However, you can approach us for a carer's assessment at any time.

If you are contacting us for the first time our access team will ask you about your needs and your situation. This helps our team to work out if caring has a major impact on your life and whether you are entitled to an assessment.

At this stage if you feel that some of your needs have been missed out, please feel free to come back and tell us about them.

If you are not currently eligible for support, you may find that your needs and situation change as times goes on. If things get harder for you, please come back and let us know.

Reassessment if your needs change

If you have already had a carer's assessment, you can ask community care services to carry out a new assessment of your needs:

- If the person you care for has already been assessed and is beginning to need more care
- You are finding it harder to manage for any reason

Do I have to have an assessment if I am a carer?

No, you don't have to have an assessment if you don't want to.

If you choose not to have an assessment, it will not stop the person you are caring for from receiving services if they need them.

Setting up a care plan

After assessing your needs and those of the person you care for, community care services staff will discuss with you both the best ways to meet them.

If we can arrange help, we will draw up a care plan for the person you care for. This plan will show what services will be provided and who will provide them.

If we cannot arrange services, we can still provide information and give advice.

Carers tell us that having this detailed, professional assessment can be a real help because it recognises what they do and helps them think about the future.

If you are unclear about anything in your assessment or need information please ask.

What services can community care services arrange and who qualifies for them?

Services for people you care for might include:

- Help in the home
- A centre or activity to go to during the day
- A place to stay for a short time (so you get a break from caring) sometimes called 'respite'

- Adaptations and equipment in the home
- Benefits information and advice
- Direct payments for you to pay for care

These services are often of direct help, allowing you to have valuable time off.

As we must give priority to people in the most urgent need we cannot provide all the help that people ask for. We can only arrange services for people whose health and welfare would be at risk without our support.

We always assess people's needs to find out if they qualify for our support before we arrange and fund services.

Other information

We have a wide range of leaflets explaining when we can help. We have specific information for older and physically disabled people, people with learning disabilities, people with mental health problems, people who misuse drugs and/or alcohol, children with disabilities and their families. Please see the telephone number at the end of this leaflet for further details.

Services for carers in their own right might include:

- Someone to talk to
- Carers support groups (a chance to meet other carers)
- Advice and information from carers organisations in Slough

Having a say

If you feel we have not done what the law says or a decision we have made is wrong, or if you are in any other way unhappy with community care services, please let us know.

You can find out more about services that may be available and about what to do if you want to complain from our customer advisor, social services, the telephone numbers are at the end of this leaflet.

Carer organisations

If you feel you need more support, or you want to talk to people who understand carers' issues and are independent and separate from community care services, **please contact the organisations listed.**

Slough Carers Support Service

Maria Cowland Hall, Bower Way, Cippenham, Slough SL1 5HX

Tel: 01628 668413

Slough Carers Support is an independent charitable organisation working in partnership with the Slough Primary Care Trust, Slough Social Services, and others, to help provide a range of support services for carers.

Slough Crossroads - Caring for Carers

The Corner House, 254A Farnham Road, Slough SL1 4XE

Tel: 01753 525796

Carers UK

32-36 Loman Street, Southwark, London SE1 0EE

Tel: 0207 922 8000 Fax: 020 922 8001

Carers UK is a nationwide organisation for carers, run by carers themselves, which:

- Encourages carers to recognise their own needs
- Helps develop appropriate support for carers
- Provides information and support to carers
- Brings the need of carers to the attention of the government and policy makers

Or you may like to visit UKonline www.ukonline.gov.uk where there is a 'life episode' called 'Looking After Someone' with links to hundreds of helpful websites relating to caring and disability.

Information from community care services

A wide range of information leaflets are available from the Town Hall, NHS Walk in Centre, One Stop Shop, library and service teams.

For example:

- Better Care Higher Standards
- Your rights to help if you are disabled
- Finding the right care home, things you need to consider

- Financial Information for people entering residential or nursing home care
- Customer Care - comments and suggestions
- How to make a complaint
- Your right to see your record
- Blue Badge - disabled person's parking badge

Having your say

We would like you to tell us how you think we have worked with you, and what you think of our day care services. Our staff will ask you for your views at various stages in your contact with us.

Your comments are important to us so that we can check whether people are satisfied with the service they receive and if not what we can change to make improvements.

Other useful numbers

Age Concern Slough	01733 822890
Benefits Enquiry Line	0800 882200 /243355
Carers UK: Carersline	0808 808 7777

Caring Matters - (Advice on the legal aspects of care)	020 7402 2702
Community Mental Health	01753 690950
Community Team for People with learning disabilities	01753 823013
Crossroads (Respite Care for Carers)	01753 525796
Direct payments advice	01753 584903
East Berkshire MIND	01344 861195
Health Information Service	0800 665544
MENCAP	01753 580801
NHS Direct	0845 4647
SANE	0345 678000
Slough Benefits Advice Line	01753 670112
Slough Carers Support Service	01628 668413
Slough Council for Voluntary Service - for Carer Forum	01753 524176
Learning Disability Forum	
Mental Health Forum	
Slough Older People Forum	
Community Care Forum	
Slough Racial Equality Council	01753 691266
Slough Refugee Support	01753 537142

How to contact social services

You can contact the Community Care Services Department for advice and support, we are here to answer your calls from 9.00am to 5.00pm - Monday to Friday.

Please phone us on 01753 690400

You can email us at communitycare@slough.gov.uk or visit our website www.slough.gov.uk.

Emergency calls received on the above number outside normal hours will be passed to our special emergency social care service.

This leaflet can be made available on audio tape, in braille, large print and in other languages on request.

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690759. Alternatively please call Slough Translation and Interpreting Service on 01753 701157.

ਯਦਿ ਆਪ ਹਸ ਟਸਟਾਕੇਤੁ ਕੇ ਅਨੁਬਾਦ ਕੀ ਕਾਪੀ ਲਾਮਿਲ ਕਰਨੀ ਚਾਹਨੇ ਹੈਂ ਤਾਂ ਕੂਧਯਾ ਅਹੁੰਤੀ ਬੋਲਨੇ ਚਾਲੇ ਕਿਸੇ ਆਖਿਨ ਕੋ ਕਹੇ ਕਿ ਯੋਗ 01753 690759 ਯਾ ਟੈਲੀਫੋਨ ਕਰਕੇ ਚਿਹੋਤ ਕਰੋ। ਯਾ 01753 701157 ਯਾ ਸਲੋਥ ਟਰਾਂਸਲੇਸ਼ਨ ਆਂਡ ਇੰਟਰਪ੍ਰੇਟਿੰਗ ਸਰਵਿਸ ਕੀ ਟੈਲੀਫੋਨ ਕਰੋ।

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ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਤਰਜਮੇ ਦੀ ਕਾਪੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਕਹੋ ਕਿ ਉਹ 01753 690759 ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਬੇਨਤੀ ਕਰੇ। ਜਾਂ 01753 701157 ਤੇ ਸਲੋਥ ਟਰਾਂਸਲੇਸ਼ਨ ਆਂਡ ਇੰਟਰਪ੍ਰੇਟਿੰਗ ਸਰਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

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This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in larger print.

Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities needs and celebrate diversity.